

Complaint Tracking for CA (4/01/2005-4/30/2005). Total Customer Contacts: 25

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
04/03/05	Customer asked that a number be called, but the agent didn't immediately dial it. She hung up and another agent processed the call for her. She's accustom to excellent service with Sprint. Apologized. No follow up.	04/03/05	Forwarded complaint to supervisor for coaching and follow up. Supervisor spoke with agent. She didn't specifically remember this call but did state that she had problems with her keyboard locking up one day but wasn't sure if that was the day. Agent was coached on making sure she was focusing on every call that came into her station and dialing out within the allotted time.
04/03/05	A VCO customer called to report a connection problem she has had with the last few calls she's made. The last agent told her to disconnect because the line was breaking up. Apologized for trouble. Opened a trouble ticket. Suggested she call her LEC to check for line trouble. No follow-up requested.	04/03/05	Trouble ticket i002470522 closed. Line tested from Relay center to customer. Clear. Advised customer to contact her LEC to test the line.
04/03/05	A VCO customer called to complain that he called relay and asked "four times" to be transferred to customer service and was instead routed to the wrong place each time. Apologized for inconvenience. Follow-up requested at given number.	04/03/05	Faxed to customer, apologized for any inconvenience and encouraged him to contact me if he had further questions or comments. No agent ID for follow up.
04/04/05	"All other agents do a good job and are patient. Wondering if this agent does not know much Spanish, is new, or just doesn't like doing my calls as they are usually lengthy? Please check into this." Thanked customer for letting us know and we would be speaking to the agent about this. Customer would like follow-up by phone thru relay service. The caller will be a VCO user and is Spanish speaking only.	04/04/05	The agent was coached on proper call procedures. The agent also practiced more typing in Spanish to speed up his typing skills. Supervisor spoke to the customer and the customer was satisfied with the resolution.
04/05/05	Customer states that supervisor Sally hung up on him when he was trying to get his Id call problem resolved. RCS response: Apologized for the problem and assured that the complaint would be turned in as stated.	05/09/05	Reviewed call with agent and discussed proper ways to handle call, and how to provide proper resolution to customer concerns.
04/05/05	CA VCO customer states when trying to make long distance calls through Sprint (Intrastate) and Comcast (Interstate) his calls are blocked. Customer states this has been an on going problem for some time now. At this time CA should have free long distance, Intrastate and Interstate, and the customer should not be having this issue at all. RCS apologized to customer, ensuring a Trouble Ticket would be entered and the problem would be resolved promptly. Customer requests a follow up.	04/05/05	Spoke to customer and customer was happy to hear from us and happy to have Sprint as his service provider. Customer informed me that the issue with Comcast was with Comcast as the provider and no longer wished to use them and would retain Sprint as his main interstate and intrastate provider. Was very grateful that California was using Sprint and will contact the state to petition that Sprint remain as the relay provider.

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04/08/05	Placing a call to EquiFax for credit report, the operator dialed the number and listened to the recording and said she was waiting for TTY number. VCO user stated she does not have TTY and she could tell them the information as needed and to redial. Agent typed "one moment please" and the VCO user said "hello.. hello" there was no further response from the agent. The call appeared to be disconnected according to the lights on her machine. She tried to call through another agent and all circuits were busy. Apologized. No follow up requested.	04/08/05	Complaint forwarded to agents supervisor for coaching and follow up. Supervisor spoke with agent who said customer wanted live person, but there was no option for live rep. Agent was coached on the proper procedures of keeping the customer informed and repercussions of disconnecting calls.
04/10/05	A customer called to complain that he is still receiving garbling after several complaints. He has been waiting weeks for this problem to be fixed. Apologized for problem. Opened TT#I002484330. Follow-up requested at number given above.	04/10/05	Unable to resolve complain, since this is considered a technical problem, and a trouble ticket has already been issued. Agent coached.
04/10/05	A voice CA customer states when calling her mother (VCO user) in Oregon every Sunday for the past 1 month they have had issues with garbling. Various operators have changed typing speeds as well as turning off the turbo code and this has not resolved the garbling. VCO machine has been checked as well with no issues to report. RCS apologized for problem. Customer requests a follow up.	04/10/05	Referring complaint to account manager for follow up with this customer. 5/13/05 - Called customer. Discussed lowering volume. Will inform of future problems.
04/10/05	A VCO customer called to complain that he has been unable to make long distance calls. He is getting the "your long distance service has been temporarily disconnected" even though Sprint is selected as his long distance company and calls should be going through. Apologized to customer for inconvenience. Opened TT#I002484249. Follow-up requested at above number. Leave message is customer is not home.	04/10/05	Communication circulated to all agents and supervisor to instruct agents to put and customer will be contacted to contact carrier regarding problems with long distance service.
04/11/05	CA TTY user complains it is not fair about free long distance promotion ending. Manager wanted to place in state LD business call. She was unable to provide LD carrier information to enter into database. I explained if she would try the call again and ask to use Sprint lines she could take advantage of the in state LD. Customer does not like the inconvenience of having to request Sprint in order to utilize free LD promo. Apologized for problem. No contact requested.	04/11/05	5/11/2005 Agent Apologized to Customer.

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04/13/05	Customer states the CA did not keep her informed. The customer uses Relay regularly. She advises that the CA needs additional training. Apologized for the frustration. No follow up.	04/13/05	Forwarded complaint to supervisor for coaching and follow up. Agent didn't remember this particular call. Supervisor coached the agent on the importance of keeping the customer informed at all times.
04/14/05	This agent was processing a Spanish call for the customer. The call was connected to the outbound VCO user and the voice had just spoken to the VCO user. The voice user was waiting for a response when the inbound voice user was disconnected. The agent did not come back on the line and say that the outbound VCO user hung up. Thanked customer for letting us know and that we would forward this to the appropriate supervisor. Customer would like follow-up via e-mail.	04/14/05	Agent didn't remember this particular call. Agent was coached on proper procedures for keeping customer informed at all times and on repercussions of disconnecting calls. Sent an email to customer to inform them on outcome of follow up with agent.
04/14/05	Voice customer was upset because they were trying to make a call to a Spanish VCO user and the agent never announced relay to the voice person. They trapped the call on the TTY line and the voice user could not then make their call. The voice customer mentioned that they could hear TTY tones while they were waiting for the agent to announce relay voice. Thanked customer for letting us know and that we would forward this to the appropriate supervisor. Customer would like follow-up via e-mail.	04/14/05	The CA number named in the complaint is not assigned to any employee. Additionally, the call center assigned this ID number range does not provide Spanish language services. Follow up email to customer completed.
04/14/05	This agent connected a call to the customer. However, they did not announce relay, nor did they ask if the voice had received a relay call before. Customer would like follow-up via e-mail.	04/14/05	Met with CA and coached her that all customers must be asked if they've had a relay call before. Email was sent to the customer. Copy of email correspondence on file. Thanked customer for letting us know and that we would forward this to the appropriate supervisor.
04/14/05	The customer was upset because this agent would announce relay on the inbound voice line but would not ask for the nbr. that the voice user was calling to. They would automatically switch the line over to the TTY. The agent then announced relay again on the voice line and the voice user said that they had to give the number and start talking to the agent before they switched the line again. Thanked customer for letting us know and that we would forward this to the appropriate supervisor. Customer would like follow-up via email.	04/14/05	Supervisor spoke with agent. Agent doesn't remember this particular call, but when reviewing, showed understanding of how to announce relay appropriately. Supervisor reviewed proper procedure with agent and emailed customer with follow up.
04/14/05	A VCO customer called to complain that her newly restored VCO branding disappears often. The last three agents she made calls through did not show her as a VCO user. Apologized for problem. No follow-up requested.	04/14/05	Forwarded complaint to agent's supervisor for coaching and follow up. Tech dropped call in to test computer and branding was passed.

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04/16/05	CA VCO customer states agent 4509F did not answer him when he said "hello hello are you there?" Customer had to hang up and call back into relay to get another agent to make his call. I apologized to the customer. Customer does not want a follow up.	04/21/05	Supervisor spoke to agent. Agent was having problems with headset. Headset was replaced.
04/18/05	A California VCO customer called to complain that her branding is not showing up on recent calls to agents, requiring her to type "VCO" in order to be heard. Apologized for inconvenience. Opened TT#I002501187. Follow-up requested.	04/18/05	Supervisor talked to agent about the importance of focusing on the calls as the site tech tested the number and it is coming in as branded. Reviewed branded VCO procedures with agent. Trainer called customer back; customer was satisfied with resolution.
04/18/05	A TTY customer was transferred to Customer Service by California CA 4736M with issues of garbling. Customer could read the CA's typing, however the CA was unable to read the customers typing. Customer states this has occurred on more than one occasion and turbo code has been turned of each time. RCS apologized for problem and informed customer that a Trouble Ticket would be entered. No follow up requested. Trouble Ticket # I002501415	04/18/05	Placed several tests calls into the relay center with no garbling issues. Unable to reach the customer. Unable to reach the customer with results. Unable to reach customer.
04/20/05	Customer says agent didn't follow instructions and hung up on him.	04/20/05	Spoke with agent 4527F and she says that there was a misunderstanding. She says that she repeatedly asked the customer for further instructions.
04/23/05	CA VCO user received the standard "voice or type now" and then the agent asked questions in Spanish and would not type in English, therefore the customer had to disconnect and try again. Apologized. No Follow-up requested.	04/23/05	Agent is not a Spanish operator or fluent in Spanish, however, remembers a call coming in with English greeting and then switching to Spanish macros. Agent pressed the appropriate keys to convert macros back to English. Agent provided proper protocol steps to correct the situation. This was a temporary computer glitch.
04/23/05	A California voice caller complained that while calling to a TTY user that when the agent reached a voice person on the other line agent disconnected call and told caller to call back through the regular phone instead of asking for the TTY user. Apologized for the problem Caller did not want follow-up.	04/23/05	Was not able to meet with a CA because the above mentioned ID nbr.. is not assigned. However, we did apologize for the inconvenience caused.
04/25/05	Customer explains that she has had the CA on several occasions, and she provides inferior service. The customer is VCO, and the CA apparently isn't opening the line to hear her speak. Apologized. Follow up requested.	04/25/05	Agent doesn't remember this particular call, but said they have been having problems with VCO calls locking into the voice line. Supervisor reviewed proper VCO call process and agent will also be brought into training room to do a hands on review. Called customer to let her know outcome of follow up.

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04/29/05	CA VCO customer gave all the instructions to agent 4790F. The agent did not respond so the customer said Hello? Hello? GA and then the customers light blinked which let her know the agent was still there, then the customer was disconnected. I apologized to the customer. Customer does not want a follow up as long as it is taken care of in-house.	05/11/05	Trainer spoke with agent regarding this issue. Agent said she didn't think they were allowed to talk to customers. Discussed professionalism and focusing on calls and making sure to respond to the customer's requests. Agent is now aware of the difference of what is appropriate to do in operator mode.